

IT Network Support Engineer

Name of Company: vbt
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vbt is a dedicated IT Solutions provider specialising in the following IT Solutions:

Network Support, IT Managed Services, Network Installations & Upgrades, Cloud Mail, On-line Backup, Hosted Server Management Solutions, Disaster Recovery & VoIP Phone Solutions

We are recruiting for an experienced IT Network Support Engineer to join our Support Team. The team is responsible for providing Telephone/Remote Access Helpdesk Support, as well as Onsite Support and Product Installations for our client base.

Candidate Profile:

Candidates must have previous experience and a proven track record in an IT Network Support role. Skills and practical experience in the following areas is an essential requirement:

- Trouble-Shooting issues with Windows Server 2008/2012, Windows Small Business Server 2008/2011 and Exchange Server 2010/2013
- System Administration of Windows 8
- Configuration and Administration of Microsoft Office 365
- Configuration and Administration of Routers, Firewalls and VPNs
- Excellent problem solving and trouble-shooting skills
- Excellent communication skills with fluent spoken and written English
- Ability to take ownership of issues and follow through to resolution
- Must be team player with strong customer service focus

Role & Responsibilities:

- Provide Remote Access and Onsite Support to Clients
- Monitor Daily Server Monitoring and Online Backup Alerts and resolve issues
- Trouble-shoot issues relating to Servers, PCs, Laptops and Printers to include Connectivity, Email, Security, Permissions, Data backups etc.
- Ensure excellent customer service is provided to Clients

Salary: Competitive salary depending on experience and qualifications.